

# Questionnaire for individuals

## Patient Safety Complaints and Advocacy Policy



### Public Consultation

17<sup>th</sup> May 2017 – 22<sup>nd</sup> June 2017



### **Your Opinion Matters**

The Department of Health is launching a public consultation on the development of a *Patient Safety Complaints and Advocacy Policy*. You can have your say by filling out this questionnaire online at <http://health.gov.ie/consultations/>.

Everyone is welcome to respond to this consultation and we hope that patients and their families, the general public, carers, voluntary organisations, health and social care providers, health staff and representative organisations will respond. Your views will make a difference.

The public consultation is intended to inform the Department of Health's work in defining a policy for (a) healthcare complaints and (b) complaints advocacy / support services. The initiative is being led out by the newly established National Patient Safety Office (NPSO), located in the Department of Health to provide patient safety policy leadership. Patient safety is at the core of our health services and is a key priority for the Department of Health. Further information on the work of the NPSO is available at: <http://health.gov.ie/national-patient-safety-office/>

The results of the public consultation will be published online and a list of organisations that responded. Individual respondents will not be named.

### **To Have Your Say:**

You are invited to give your views through the online questionnaire, <http://health.gov.ie/consultations/>.

### **Contact us**

If you require any technical support regarding access to the online questionnaire please contact [npsconsultation@health.gov.ie](mailto:npsconsultation@health.gov.ie).

For further information and to download a copy of the questionnaire, please visit <http://health.gov.ie/national-patient-safety-office/>.

If you have any other queries, please call **01-6354100**;

Email [npsconsultation@health.gov.ie](mailto:npsconsultation@health.gov.ie) or;

Write to NPSO Consultation, 11<sup>th</sup> floor, NPSO office, Department of Health, Hawkins House, Hawkins Street, Dublin 2, D02 VW90.

### **Closing date:**

All submissions must be received by **5pm on Thursday 22<sup>nd</sup> June 2017**.

### **Note:**

This survey relates to comments on complaints and advocacy for policy purposes only. If you would like to make a specific comment, compliment or complaint to the health services, please contact your health service provider in the first instance, go to [www.healthcomplaints.ie](http://www.healthcomplaints.ie) or email the HSE (if applicable) at [yoursay@hse.ie](mailto:yoursay@hse.ie), phone **1890-424-555**.

## **Data Protection and Privacy Provisions**

The information shared by you in this questionnaire will be used solely for the purposes of policy development and handled in accordance with data protection legislation. The results of the public consultation will be published online and a list of organisations that responded. Comments submitted by individuals may be used in the final consultation report but these will be anonymised. All personal data is securely stored and subject to data protection laws and policies. For more information, see <http://health.gov.ie/data-protection/>.

Please note that any submissions received by the Department are subject to the Freedom of Information (FOI) Act 2014 and may be released in response to an FOI request.

## **Definitions for the purposes of this consultation**

**Advocacy** is the practice of an individual acting independently of the service provider, on behalf of, and in the interests of a service user, who may feel unable to represent themselves. (*National Standards for Safer Better Healthcare, 2012*).

**Clinical judgment** means a decision made or opinion formed in connection with diagnosis, care or treatment of a patient. (Part 9 of the Health Act 2004).

**Complaint** means a complaint made under this Part 9 of the Health Act 2004 about any action of the HSE or a service provider that –

- (a) It is claimed, does not accord with fair or sound administrative practice, and
- (b) Adversely affects the person by whom or on whose behalf the complaint is made

**Healthcare Complaints Advocacy / Support Service** - For the purpose of completing this consultation, Complaints Advocacy / Support Service can be defined as a service to help and empower the complainant in the healthcare complaint process. This may range from offering of information or advice in relation to preparing documentation for a complaint, to attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after complaint was made.

**Patient** includes service user.

**Please Complete Your Details:**

Title

First Name

Surname

County of residence

(you may supply full address if you wish)

Gender:

Male Female Prefer not to say 

Age profile:

Under 18; ; 19 – 29; ; 30 – 39; 40 – 49; ; 50 – 59; ; 60 – 69; 70 – 79; ; 80 – 89; ; 90 + Prefer not to say **Please outline in what capacity you are submitting this document:**i. **Individual –**

- Member of the public
- A patient / service user
- Both of the above

ii. **Which service do you have experience of; (you can select more than one):**

- Acute Hospital (adults)
- Ambulance Services
- Mental Health
- Disabilities
- Maternity
- Older persons
- Children services
- Social Inclusion (marginalised groups, e.g., travellers, homeless, etc.)
- GP and Primary care
- Private
- Community care (e.g., health centre, public health, therapies, environmental health etc.)
- Independent practitioner (e.g., Pharmacy, Dentistry, etc.)
- None
- Other (name) \_\_\_\_\_

**Public / Private Sector;**

- Public, HSE or voluntary sector  Private Sector
- Both  None

## Questions

**For text answers throughout, please limit your answers to 300 words maximum**

01A05 <b>Have you had experience of healthcare in Ireland?</b>	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
02A06 <b>Did you have a complaint to make about any of your experience?</b>	
Yes <input type="checkbox"/>	No <input type="checkbox"/> Don't Know <input type="checkbox"/> not applicable <input type="checkbox"/>
03A07 <b>In which health service did you have a complaint to make (please choose the most relevant one if you have attended a number of health services)?</b>	
Acute Hospital (adults)	<input type="checkbox"/>
Ambulance Services	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>
Disabilities	<input type="checkbox"/>
Maternity	<input type="checkbox"/>
Older persons	<input type="checkbox"/>
Children services	<input type="checkbox"/>
Social Inclusion (marginalised groups, e.g., Travellers, homeless, etc.)	<input type="checkbox"/>
GP and primary care	<input type="checkbox"/>
Community care (e.g., health centre, public health, therapies, environmental health etc.)	<input type="checkbox"/>
Independent practitioner (e.g. Pharmacy, Dentistry, etc.)	<input type="checkbox"/>
other, please state _____	<input type="checkbox"/>
<i>not applicable</i>	<input type="checkbox"/>
04A08 <b>Were you made aware of how to make a complaint, and if so, please indicate how; (Please answer the question based on your most recent experience in the health service, you can select more than one answer.)</b>	
• Was not made aware	<input type="checkbox"/>
• By information leaflet	<input type="checkbox"/>
• Website	<input type="checkbox"/>
• Notice/poster	<input type="checkbox"/>
• Health service staff	<input type="checkbox"/>
• Family/Carer/Friend	<input type="checkbox"/>
• Other ( please give details) _____	<input type="checkbox"/>
• <i>not applicable</i>	<input type="checkbox"/>
05A09 <b>Did you make the complaint?</b>	
Yes <input type="checkbox"/>	No <input type="checkbox"/> Don't Know <input type="checkbox"/>

**06A10 If you didn't make the complaint, what was the reason?  
(You can select more than one answer).**

- Did not know how to make a complaint
- Did not get any support to make complaint
- Too busy
- Too ill
- Too stressful
- Process too complicated
- Worried it would negatively affect my care
- No confidence it would make a difference
- Takes too long to get a response
- Unsure of reason
- Other, please state \_\_\_\_\_
- *not applicable*

**If you did not make a complaint, skip to question 14.**

**07A11 Who did you make the complaint to? (you can select more than one)**

- Directly to person I was dealing with
- To the service /complaints manager / provider
- Service Regulator (e.g. HIQA, Mental Health Commission etc.)
- Professional Regulator (e.g., Medical Council, NMBI etc.)
- Ombudsman
- Local representative / TD
- Other, please name \_\_\_\_\_
- *not applicable*

**08A12 In regard to the complaints process (not outcome) how satisfied were you?**

- Very satisfied
- Satisfied
- Mainly satisfied
- Dissatisfied
- Very dissatisfied
- not applicable*

**09A13 If you made a complaint, what aspects of making the complaint worked well?**

Complaints process was easy to follow

Yes  No   partial  don't know

Complaint responded to in a timely manner

Yes  No   partial  don't know

I was kept informed on the progress of my complaint

Yes  No   partial  don't know

Complaint resolved to my satisfaction

Yes  No   partial  don't know

Staff were helpful

Yes  No   partial  don't know

The service has taken steps to prevent the same thing happening again

Yes  No   partial  don't know

Other, please comment:

**10A14 Was your experience in** (choose one);

- Public, HSE or voluntary sector
- Private Sector (or a service you paid for, e.g., GP)
- Both
- *not applicable*

**11A44 In your view, what is currently working well about the healthcare complaints process?**

**12A15 What is currently NOT working well about the healthcare complaints process?**

**13A16 Outline suggestions you have on how the healthcare complaints process could be improved:**

### Complaints Advocacy / Support Service.

For the purpose of completing this consultation, Complaints Advocacy / Support Service can be defined as a service to help and empower the complainant in the healthcare complaint process. This may range from offering of information or advice in relation to preparing documentation for a complaint, to attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after complaint was made.

14A17	<b>Did you need support to make a complaint about the Health Service you used?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>	not applicable <input type="checkbox"/>
15A18	<b>Was support available to you?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>	not applicable <input type="checkbox"/>
	<b>If no or don't know, skip 20 and 21.</b>				
16A19	<b>Did you receive support?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>	not applicable <input type="checkbox"/>
	<b>If no or don't know, skip 20 and 21.</b>				
17A20	<b>I received support from</b> (can select more than one):				
	• Staff member				<input type="checkbox"/>
	• Family/Carer/Friend				<input type="checkbox"/>
	• A Complaints Advocacy / Support Service external to service				<input type="checkbox"/>
	• A Complaints Advocacy / Support Service provided within the service				<input type="checkbox"/>
	• Other – Please give details _____				
	• <i>not applicable</i>				<input type="checkbox"/>
18A21	<b>If you received support, what parts of the Complaints Advocacy / Support Service worked well?</b>				
	Service gave me information on the complaints process	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Service helped me to prepare the complaint	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Service supported me during the complaints process	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Service was available when I needed it	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Service was able to articulate my needs	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Service empowered and enabled me to make a complaint	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	I was given support after making my complaint, if needed	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial	<input type="checkbox"/> don't know
	Other, please comment:				



<p>19A45 <b>In your view, what is currently working well in the provision of a healthcare Complaints Advocacy / Support Service?</b></p>
<p>20A22 <b>What is currently NOT working well in the provision of a healthcare Complaints Advocacy / Support Service?</b></p>
<p>21A23 <b>Outline suggestions you have on how to improve healthcare Complaints Support / Advocacy Services:</b></p>
<p>22A01 <b>The HSE has an official complaints policy “Your Service, Your Say”. Have you heard of this policy?</b>  Yes <input type="checkbox"/>      No <input type="checkbox"/>      Don’t Know <input type="checkbox"/></p>
<p>23A02 <b>Key elements of a healthcare complaints definition</b>  At present the definition for health complaints does not include complaints made because of clinical judgment or its omission. Clinical judgment is a decision made or opinion formed in connection with diagnosis, care or treatment of a patient.  <b>Definition of Complaint (Part 9 of the Health Act 2004 and S.I. No 652/2006 Health Act (Complaints) Regulation 2006):</b>  “Complaint” means a complaint made under this Part about any action of the Executive (HSE) or a service provider that –  (a) It is claimed, does not accord with fair or sound administrative practice, and  (b) Adversely affects the person by whom or on whose behalf the complaint is made</p> <p><b>If the definition is to be revised, what, in your opinion, should be the key elements of a healthcare complaints definition?</b>  Please comment:</p> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>24A03 <b>Key elements of a Complaints Advocacy / Support Service definition</b>  <b>Advocacy</b> - <i>National Standards for Safer, Better Healthcare 2012</i> provides the following definition:  The practice of an individual acting independently of the service provider, on behalf of,</p>

